Manager, Box Office

Summary:

Reporting to the Director of Ticket Operations, the Box Office Manager is responsible for the training of all personnel in the use of the automated ticket system (Provenue), managing the inventory for all events within the ticket system, ensuring financial transactions and settlement are accurate, and providing high levels of customer service to ticketed patrons at Nationals Pak. Working to instill the ideals of Excellence, Performance and Accountability, the Box Office Manager directly oversees the hiring, training, scheduling and supervision of all seasonal box office staff. The Box Office Manager works closely with other departments to ensure their needs within the ticketing system for access and training are being fulfilled and in compliance with Nationals policies. The Box Office Manager is dedicated to ensuring the Ticket Operations department is meeting and/or exceeding the high expectations and requirements of internal departments within the organization and external patrons attending Nationals Park.

The Nationals are a military-friendly organization actively recruiting veterans and spouses.

Essential Duties and Responsibilities:

System & User Management

- Master the use of Provenue ticket system and MLB Ballpark app.
- Setup and supervise the training of all users within the Provenue ticket system, ensuring appropriate access based on departmental needs and company policies.
- Develop detailed training plan and standards for users of the Provenue ticket system to streamline future training and onboarding. Training will include combination of in-person, digital, interactive and online components in an effort to help users learn, retain and maintain new information and processes on a high level.
- Create associated collateral training aids for users of Provenue and the MLB Ballpark app to support their training and continued development as new technologies or procedures/policies are updated and introduced.
- Work with outside vendors on the development and integration of new technologies for use within the ticket system and ensure that users are trained on their use/application.
- Manage regular and postseason inventory for season ticket, groups, individual game tickets, and other concerts or outside special ticketed events at Nationals Park.
- Assist the Ticket Sales and Ticket Service departments in the fulfillment of season, group, and individual ticket requests.
- Assist in the implementation and creation of any marketing promotions and ticket initiatives and ensuring any ticket discounts, offers, promotions are functioning accordingly.

- Assist with Season, Package, Event and individual offer builds.
- Interact with the other departments in the fulfillment of ticket requests; i.e. marketing, promotions, community relations, etc.
- Manage relationships with outside vendors and organizations in the printing, distribution, and online management or fulfillment of Nationals tickets.
- Work with Finance department to review and audit the reconciliation of all forms of payment taken in through the Provenue ticket system and maintain the proper accounting of all money and tickets for events serviced by the facility.
- Work with outside promoters to support any ticketed concerts, special events, and promotions held at Nationals Park.
- Generate reports based on promotions, sales, inventory, etc.
- Work to ensure access control is tested and operating in conjunction with the ticket system prior to scheduled events.
- Monitor progress/sales of current events to determine appropriate staffing levels necessary for successful events.
- Operate ticket sales or service windows as needed during Nationals Park events.
- Order necessary ticket office signage, uniforms, equipment, supplies, etc.
- Oversee all box office equipment and ensure all workstations and box office locations are fully stocked and functional. Service and maintain equipment as recommended by ticketing provider and IT.
- Make independent decisions to resolve customer service issues/complaints in accordance with Nationals policies and procedures and handle complaints, ticket problems, and customer service issues in a fair, professional, timely, and courteous manner.
- Work with Guest Services on the development and implementation of Team Service training for all seasonal box office staff.
- Become primary contact for inbound ticket questions/inquiries from Guest Services in need of resolution.

Supervisory

- Setup and train seasonal staff on the usage of the Provenue ticket system and navigation of the MLB Ballpark app, and customer service. This includes any future expansion of responsibilities of that staff, including a single game ticket service and sales call center.
- Support, manage, and train staff in resolving fan issues/questions.
- Open and close box office locations and ticket windows around Nationals Park on time and in accordance with advertised hours.
- Interview, hire, and train seasonal part time seasonal box office staff.
- Ensure all seasonal staff are adhering to company policies and procedures.
- Update job description of seasonal box office staff to ensure functions are keeping up with industry standards and company policies.
- Manages overall development of seasonal ticket sellers and supervisors through regular training, monitoring, review/appraisal and coaching.
- Maintain the monthly staffing schedule and ensure all events are staffed appropriately.

Financial Responsibilities

- Daily Box Office reconciliation and deposits.
- Issuance of cash to seasonal staff and nightly closeout and reconciliation.
- Payroll review and authorization.
- Vault management and organizational of cash and ticket stock.
- Adhere to departmental budget; report and submit yearly budget and projections.
- Interdepartmental ticketing and financial settlement.
- Work with ticket system and credit card provider in the reconciliation of outside disputes and fraud cases.
- Participate in internal and external auditing and generate all associated financial reporting or backup as needed.

Other

- Assist the Director, Ticket Operations in the supervision and scheduling of full time staff and completion of special events/projects whenever necessary.
- Work cooperatively with others and provide support in the accomplishment of joint tasks and common departmental and organizational projects/objectives.
- Work to update any manuals, policies, procedures training materials in use by the box office and ticket operations department.
- Maintain and organize storage room and supplies closet.
- Performing general administrative tasks such as filing, record maintenance, etc.
- Other duties as assigned.

Requirements:

Minimum Education and Experience Requirements

- Bachelor's Degree and 3 to 5 years of Box Office/Ticket Operations experience.
- Prior customer service experience, preferably 3 to 5 years.
- Prior supervisory experience, preferably 3 to 5 years.
- 3 to 5 years of experience with computerized ticketing systems (i.e. Tickets.com, Ticketmaster).

Knowledge, Skills, and Abilities necessary to perform essential functions

Required:

- Prior cash reconciliation and settlement of large scale deposits.
- Box office knowledge and experience in high volume/high traffic/in person customer service environment.
- Proven record of maintaining high level of technical skills, keeping current with emerging box office and ticketing trends both technically and interpersonally.
- Experience with and ability to frequently work long & irregular hours, including nights, weekends, and holidays and whenever seasonal box office staff.

- Must have excellent oral and written communication skills as well as excellent interpersonal skills.
- Consistently exhibits courteous, respectful, non-defensive and appropriate communications and presents information in a concise and understandable format.
- Excellent organizational abilities to handle multiple tasks, establish priorities, consistently meet deadlines and operate under pressure.
- Attention to detail including excellent time management.

Preferred:

- Team and/or sports experience. Knowledge of MLB policies and procedures.
- Prior experience with the Tickets.com Provenue ticketing system.
- Prior experience with mobile entry, digital ticketing and technology.

Physical/Environmental Requirements

- Working conditions are normal for an office environment. Requires onsite weekend and/or evening work in accordance with scheduled events within the ballpark.
- Gameday: Job requires employee to function in a high activity and heavily crowded outdoor professional sports venue. May work at heights. Employee will be exposed to inclement weather of varying degrees. While performing the duties of this job, the employee is regularly required to stand for long periods of time, walk long distances, and climb up/down stairs. The employee is required to stoop, kneel, crouch, or sit and must lift and/or move up to 45 pounds.

All applicants for employment at the Washington Nationals are required to be fully vaccinated against COVID-19 prior to commencing employment. Applicants who receive a conditional offer of employment will be required to produce proof of vaccination status prior to their first day of employment. Applicants with qualifying disabilities or bona fide religious objections, or who are pregnant, may be exempted from this requirement or otherwise accommodated if they are unable to be vaccinated.